

The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

THE MANUFACTURED HOUSING and MODULAR UNITS PROGRAM

The Missouri Public Service Commission (PSC) regulates manufacturers and retail dealers who sell new and used manufactured homes and modular units. There are approximately 167 registered manufacturers and 300 registered dealers in Missouri.

*If you have a question, call the PSC's toll-free hotline at **1-800-819-3180**.*



This is the state's administrative agency for the U.S. Housing and Urban Development (HUD) Manufactured Housing Program responsible for handling consumer complaints. The program also oversees the annual registration of dealers and manufacturers and installers, who must register to legally conduct business in Missouri.



Inspectors enforce uniform construction standards for manufactured homes and modular units sold within Missouri by conducting code inspections. Modular units may be homes or commercial units.

Each year the PSC conducts:

- ▶ More than 350 on-site inspections
- ▶ 400 dealer lot inspections



Plans are approved for modular units sold in Missouri and tie-down requirements are enforced. A new federally mandated program implemented in 2005 required all entities who install new manufactured homes to be licensed and certified by the PSC.

WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED?

▶ **After a consumer complaint is received by the PSC**, the dealer, the manufacturer and installer are notified that a complaint has been received. Letters - with a copy of the complaint -- are sent to each requesting corrections be made within 30 days. (Each year the PSC receives more than 200 requests by consumers to do inspections.)

▶ **If corrections are not made within 30 days**, a PSC inspection is scheduled. After the inspection, a copy of the report is sent to all parties listing all defects and findings. Repairs are to be made in 20 days. In many cases, follow-up inspections are necessary to verify repairs and any work orders.

▶ **Formal complaints can be filed** against the responsible party if corrections are not satisfactorily or timely made.

For more information



The Missouri Public Service Commission has a toll-free hotline for consumers who have questions and/or complaints regarding manufactured or modular homes. Call **1-800-819-3180**, or visit **www.psc.mo.gov**